

FULL TIME POSITION:

PROGRAM MANAGER, COMMUNITY CORNERSTONE

Division of Business Services

Agency Description:

The New York City Department of Small Business Services (SBS) is a vibrant, client-centered agency whose mission is to serve New York's small businesses, jobseekers and commercial districts. SBS makes it easier for companies in New York City to start, operate, and expand by providing direct assistance to business owners, supporting commercial districts, promoting financial and economic opportunity among minority- and women-owned businesses, preparing New Yorkers for jobs, and linking employers with a skilled and qualified workforce. SBS continues to reach for higher professional standards through innovative systems, new approaches to government, and a strong focus on its employees.

JOB DESCRIPTION:

The Program Manager for the Community Cornerstone program will help businesses apply for and receive resources to help cornerstone community businesses participate in a citywide marketing campaign, receive high-touch consulting services and grants aimed at helping businesses adapt to neighborhood and economic changes.

This position will report to the Director for Intensive Growth Services. Specific responsibilities will include:

- Support the delivery of citywide Community Cornerstone marketing campaign and business recruitment program
- Assist with the creation and day-to-day management of a specialized grant program for businesses seeking to implement operational and/or physical changes to increase efficiency or make them more competitive in changing neighborhood
- Support in the management and execution of multiple work streams (including coordinating cross-departmental or cross-agency teams)
- Manage day-to-day operations for programs, including recruitment, operations, and measuring program impact
- Respond to all customer inquiries in a timely and appropriate manner, in accordance with quality assurance best practices and standards
- Advise on strategic initiatives to help small, neighborhood-based businesses throughout NYC

PREFERRED SKILLS:

The ideal candidate will have demonstrated success managing citywide systems and will have exhibited:

- Ability to manage projects against tight timelines, to prioritize among competing needs and opportunities, and to manage multiple work streams or projects at the same time
- Proactive and collaborative style; works well in teams
- Strong demonstrated written and oral communications and presentation skills
- Enterprising and resourceful, organized and results-oriented, with attention to detail
- Ability to communicate complex topics in a clear, concise manner
- Ability to organize and drive projects to timely completion
- Ability to work in fast-paced environment

QUALIFICATIONS:

1. A master's degree from an accredited college with a major in business administration, public administration, urban planning, economics, urban affairs, marketing research, finance, or political science; or
2. A baccalaureate degree from an accredited college and one year of full-time satisfactory experience in one or more of the following:
 - a. business development, retention, expansion and relocation or assisting businesses in accessing public and private services and programs including workforce development; or



- b. analysis of business records and documents to determine eligibility of businesses for programs and services; or
- c. economic, market or site research and analysis for business and neighborhood development; or
- d. facilitation and promotion of the film industry through the processing of various permits, marketing techniques and incentive programs.

How to Apply:

To apply, **please email** your resume and cover letter including the following subject line Program Manager, Community Cornerstone to: careers@sbs.nyc.gov

ALSO:

City Employees: Apply through Employee Self Service (ESS) at www.nyc.gov/ess search for Job Title:

Program Manager, Community Cornerstone

All Other Applicants: Go to www.nyc.gov/careers search by agency Small Business Services and search for Job Title: **Program Manager, Community Cornerstone**

Salary range: \$50,000 – \$60,000

NYC RESIDENCY IS REQUIRED WITHIN 90 DAYS OF APPOINTMENT

NOTE: ONLY THOSE CANDIDATES UNDER CONSIDERATION WILL BE CONTACTED.

If you do not have access to email, mail your cover letter & resume to: NYC
Department of Small Business Services / Human Resources Unit 110 William
Street / New York, New York 10038